

SEE CARE SHARE SAFETY UPDATE



COMPASS UK & IRELAND HSE

MAY 2025

LIVING WITH A FOOD ALLERGY

Allergens continue to present a significant risk to our customers and our business as a whole. During the Allergen Awareness week last month, we shared a number of videos which highlighted what it is like for our customers and colleagues living with food allergies or having a child with a food allergy. Despite all the training, procedures and policies we have in place for the management of allergens we are still seeing a number of colleagues making assumptions or guessing what allergens are present in foods. Our aim is highlight to everyone that every allergy must be taken seriously regardless of what it may be. The videos are on the [HSE Website](#) and we would encourage every team member to watch them.

To better communicate with customers, we have now got pin badges available to order from Linney which encourage customers to let us know if they have an allergy, without asking them. These are ideal for restaurant, coffee shop and retail environments where customers are placing orders with our team members. To order yours visit the Linney Mystore and search for them using code CO25_SIG_MISC_051535.



VIOLENCE AT WORK



MONTHLY SAFETY FOCUS

Across all our service sectors we are seeing an increase in the number of incidents reported which are related to aggression and violence towards our employees. This is clearly unacceptable, and we must ensure that both the physical safety and mental wellbeing of our teams is a priority. To support with this is essential that all of these type of incidents are reported on AIR3.

What is Workplace related violence? The Health and Safety Executive (HSE) and the Health and Safety Authority (HSA) define work-related violence as:

'Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work.' This includes verbal abuse or threats which are either face to face, via the telephone, online or physical, from members of the public, customers, clients or patients.

To support you and your teams in managing the risk associated with work related violence we have the ES15 Violence at Work Risk Assessment. It is vital that this has been completed by the Unit Manager and is part of the unit's WSMS folder. There are also two Safety Task Cards, STCSSI 24 & 25, that must be used to train teams. Please visit the WSMS Page on the [HSE website](#) to download these. Some sectors may have additional specific training in dealing with this, so please check with your sector HSE Team.



STAY SAFE WHILE USING E-SCOOTERS & E-BIKES

E-scooters and e-bikes have been a very popular way for people to get around. Although most are manufactured to very high standards, there are unfortunately safety issues related to these forms of transport. Read our advice on how to stay safe. There are two types of batteries for these, Lithium-ion (Li-ion) or Nickel-metal hydride (NiMH). Li-ion batteries, which are most common, can overheat and potentially catch fire if damaged or mishandled. There have been a number of fires recently caused by e-scooter and e-bike batteries, especially related to thermal runaway. Li-ion batteries are at risk of thermal runaway, which is when a battery overheats and can't stop getting hotter, potentially resulting fire or explosion. If using these in the workplace refer to [STCGE52 Bikes, e-bikes and e-scooters](#).



RoSPA Advises

- **Charge properly.** Always use the charger supplied by the manufacturer, and disconnect the charger once charging has completed.
- **Check for battery damage.** If the battery has 'swollen', smells unusual or shows signs of damage, stop using immediately
- **Store and charge safely.** Do not charge e-bikes and e-scooters near to 'escape routes' in your home or anywhere else you charge.

TAKE HOME SAFETY



SAFETY IN NUMBERS – APRIL 2025

Information and Statistics Applies To All Compass Group UK&I Units

Safety Incidents

Hazards & Near Miss Incidents: **1596**

Injury Incidents: **449**

Total Recordable Incidents: **40**

RIDDOR Incidents: **03**

Top Injury Types

Cuts **94**

Burns and Scalds **86**

Slip, Trip or Fall **74**



Food Incidents

Alleged Food Poisoning: **27**

Foreign Bodies (In Unit): **17**

Foreign Bodies (Supplier): **2**

Substantiated Allergies: **02**

Enforcement Visits: **224**



SAFETY REMINDERS



Mental Health Awareness Week

This year, Mental Health Awareness Week will take place from 12 to 18 May 2025. The theme for 2025 is 'Community'. For more information about how we can support each other visit the [You Matter Portal](#) and the [Mental Health Foundation](#).

New Head Chef or Manager in your Unit?

If there has been a change in management in your Unit you can update your Unit Contact Information on AIR3? Keeping your unit contact information up to date is vital...[Update your details now.](#)

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WE LOOK OUT FOR EACH OTHER